



# Mountain View Community Shuttle

## MONTHLY OPERATIONS REPORT November 2023

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**Mountain View Community Shuttle**  
**2023 Annual Ridership Summary (YTD)**  
w/ Pre-COVID Baseline Comparison

<b>GRAY ROUTE-WEEKDAY</b>												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Total to Date
Total Monthly Weekday Ridership	6,895	7,123	8,764	8,147	9,687	8,566	6,512	10,520	9,823	10,891	8,971	<b>95,899</b>
# of Operating Days	20	19	23	20	22	22	20	23	20	22	20	<b>231</b>
Average Daily Ridership	345	375	381	407	440	389	326	457	491	495	449	<b>415</b>
% Increase/Decrease from Prior Month	9%	9%	2%	7%	8%	-12%	-16%	40%	7%	1%	-9%	
% Increase/Decrease from Prior Year	91%	59%	44%	44%	33%	31%	15%	37%	51%	31%	25%	<b>39%</b>
<b>% of Pre COVID Baseline</b>	<b>88%</b>	<b>95%</b>	<b>88%</b>	<b>100%</b>	<b>99%</b>	<b>104%</b>	<b>91%</b>	<b>114%</b>	<b>111%</b>	<b>114%</b>	<b>107%</b>	<b>101%</b>

<b>RED ROUTE-WEEKDAY</b>												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Total to Date
Total Monthly Weekday Ridership	6,831	7,327	9,143	8,182	9,566	8,475	7,738	10,653	10,125	11,371	9,401	<b>98,812</b>
# of Operating Days	20	19	23	20	22	22	20	23	20	22	20	<b>231</b>
Average Daily Ridership	342	386	398	409	435	385	387	463	506	517	470	<b>428</b>
% Increase/Decrease from Prior Month	10%	13%	3%	3%	6%	-11%	0%	20%	9%	2%	-9%	
% Increase/Decrease from Prior Year	65%	50%	39%	54%	43%	32%	25%	35%	68%	45%	30%	<b>43%</b>
<b>% of Pre COVID Baseline</b>	<b>108%</b>	<b>123%</b>	<b>113%</b>	<b>116%</b>	<b>122%</b>	<b>112%</b>	<b>103%</b>	<b>129%</b>	<b>137%</b>	<b>151%</b>	<b>139%</b>	<b>123%</b>

<b>GRAY ROUTE-WEEKEND</b>												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Total to Date
Total Monthly Weekend Ridership	1,242	1,083	986	1,226	898	840	1,272	868	1,109	1,171	1,114	<b>11,809</b>
# of Operating Days	11	9	8	10	9	8	11	8	10	9	10	<b>103</b>
Average Daily Ridership	113	120	123	123	100	105	116	109	111	130	111	<b>115</b>
% Increase/Decrease from Prior Month	17%	7%	2%	-1%	-19%	5%	10%	-6%	2%	17%	-14%	
% Increase/Decrease from Prior Year	73%	44%	33%	27%	6%	0%	7%	-4%	8%	20%	-9%	<b>16%</b>
<b>% of Pre COVID Baseline</b>	<b>83%</b>	<b>91%</b>	<b>82%</b>	<b>72%</b>	<b>74%</b>	<b>64%</b>	<b>74%</b>	<b>71%</b>	<b>75%</b>	<b>86%</b>	<b>66%</b>	<b>76%</b>

<b>RED ROUTE-WEEKEND</b>												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Total to Date
Total Monthly Weekend Ridership	1,311	1,227	1,121	1,470	1,012	872	1,292	955	1,149	1,164	1,236	<b>12,809</b>
# of Operating Days	11	9	8	10	9	8	11	8	10	9	10	<b>103</b>
Average Daily Ridership	119	136	140	147	112	109	117	119	115	129	124	<b>124</b>
% Increase/Decrease from Prior Month	21%	14%	3%	5%	-24%	-3%	8%	2%	-4%	13%	-4%	
% Increase/Decrease from Prior Year	66%	58%	43%	41%	3%	-11%	-4%	-13%	1%	3%	-4%	<b>13%</b>
<b>% of Pre COVID Baseline</b>	<b>92%</b>	<b>92%</b>	<b>88%</b>	<b>87%</b>	<b>82%</b>	<b>61%</b>	<b>70%</b>	<b>69%</b>	<b>78%</b>	<b>80%</b>	<b>80%</b>	<b>80%</b>

<b>ALL ROUTES &amp; DAYS</b>												
<b>2023 COMBINED RIDERSHIP (ALL ROUTES)</b>												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Total
Total Monthly Ridership	16,279	16,760	20,014	19,025	21,163	18,753	16,814	22,996	22,206	24,597	20,722	<b>219,329</b>
# of Operating Days	31	28	31	30	31	30	31	31	30	31	30	<b>334</b>
Average Daily Ridership	525	599	646	634	683	625	542	742	740	793	691	<b>657</b>
% Increase/Decrease from Prior Month	-26%	14%	8%	-2%	8%	-8%	-13%	37%	0%	7%	-13%	
% Increase/Decrease from Prior Year	76%	54%	41%	48%	33%	27%	17%	31%	52%	34%	22%	<b>38%</b>
<b>% of Pre COVID Baseline</b>	<b>93%</b>	<b>105%</b>	<b>102%</b>	<b>98%</b>	<b>105%</b>	<b>106%</b>	<b>88%</b>	<b>117%</b>	<b>116%</b>	<b>121%</b>	<b>115%</b>	<b>106%</b>

<b>GRAY ROUTE-EXPANSION ONLY</b>												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Total to Date
Total Monthly Expansion Hours Ridership	1,473	1,531	2,066	1,939	2,291	2,127	1,531	2,955	2,712	2,714	2,164	<b>23,503</b>
# of Operating Days	20	19	23	20	22	22	20	23	20	22	20	<b>231</b>
Average Daily Ridership	74	81	90	97	104	97	77	128	136	123	108	<b>102</b>
% Increase/Decrease from Prior Month	9%	9%	11%	8%	7%	-7%	-21%	68%	6%	-9%	-12%	
% Increase/Decrease from Prior Year	276%	135%	101%	88%	59%	32%	29%	77%	102%	42%	43%	<b>71%</b>
<b>% of Total Gray Route Ridership</b>	<b>21%</b>	<b>21%</b>	<b>24%</b>	<b>24%</b>	<b>24%</b>	<b>25%</b>	<b>24%</b>	<b>28%</b>	<b>28%</b>	<b>25%</b>	<b>24%</b>	<b>25%</b>

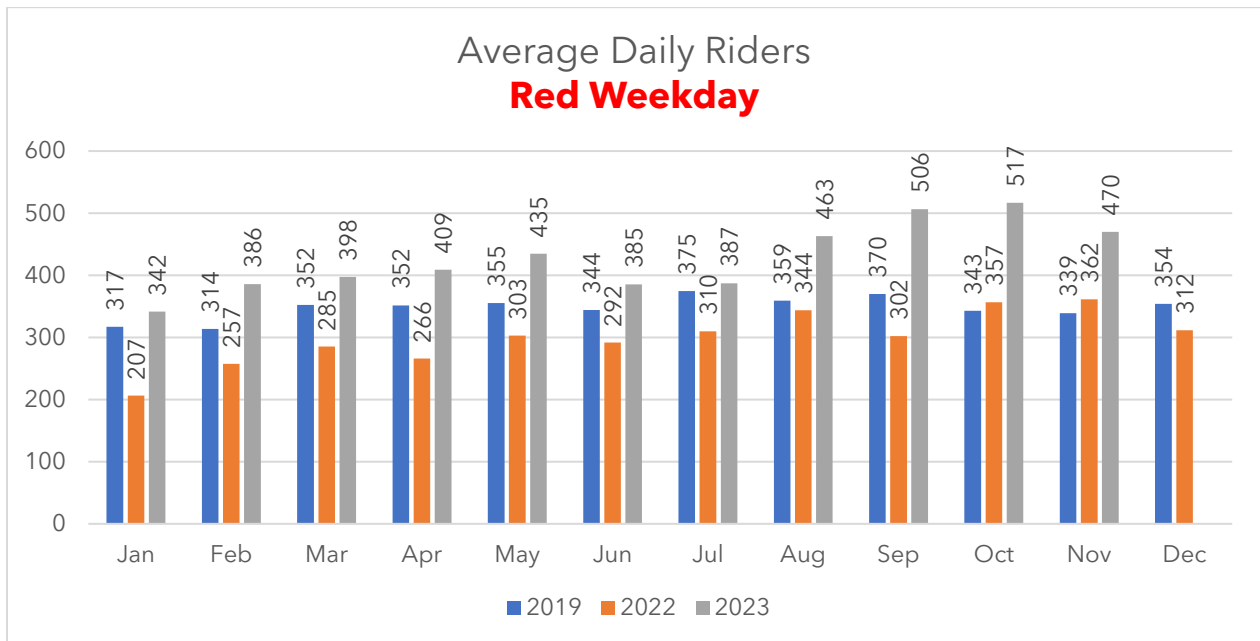
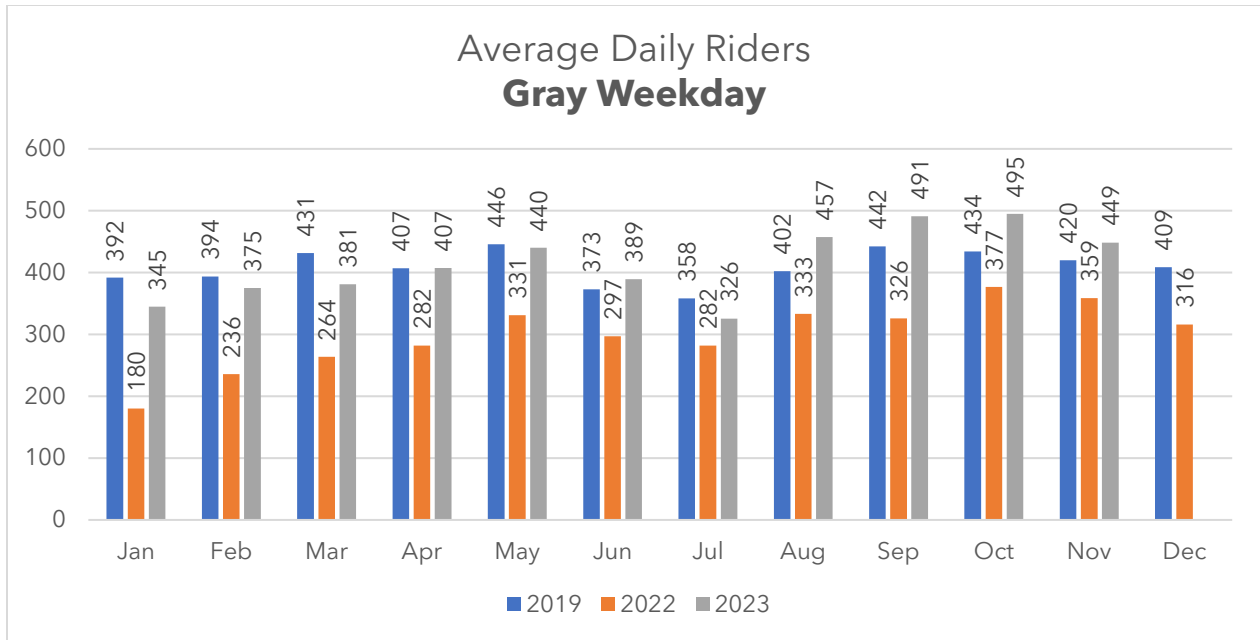
<b>RED ROUTE-EXPANSION ONLY</b>												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Total to Date
Total Monthly Expansion Hours Ridership	1,994	2,423	2,967	2,499	3,112	2,365	2,083	3,573	3,671	3,809	2,971	<b>31,467</b>
# of Operating Days	20	19	23	20	22	22	20	23	20	22	20	<b>231</b>
Average Daily Ridership	100	128	129	125	141	108	104	155	184	173	149	<b>136</b>
% Increase/Decrease from Prior Month	15%	28%	1%	-3%	13%	-24%	-3%	49%	18%	-6%	-14%	
% Increase/Decrease from Prior Year	131%	90%	63%	78%	56%	27%	23%	44%	90%	66%	33%	<b>59%</b>
<b>% of Total Red Route Ridership</b>	<b>29%</b>	<b>33%</b>	<b>32%</b>	<b>31%</b>	<b>33%</b>	<b>28%</b>	<b>27%</b>	<b>34%</b>	<b>36%</b>	<b>33%</b>	<b>32%</b>	<b>32%</b>
<b>% of Total Weekday Ridership</b>	<b>25%</b>	<b>27%</b>	<b>28%</b>	<b>27%</b>	<b>28%</b>	<b>26%</b>	<b>25%</b>	<b>31%</b>	<b>32%</b>	<b>29%</b>	<b>28%</b>	<b>28%</b>

# Ridership Summary

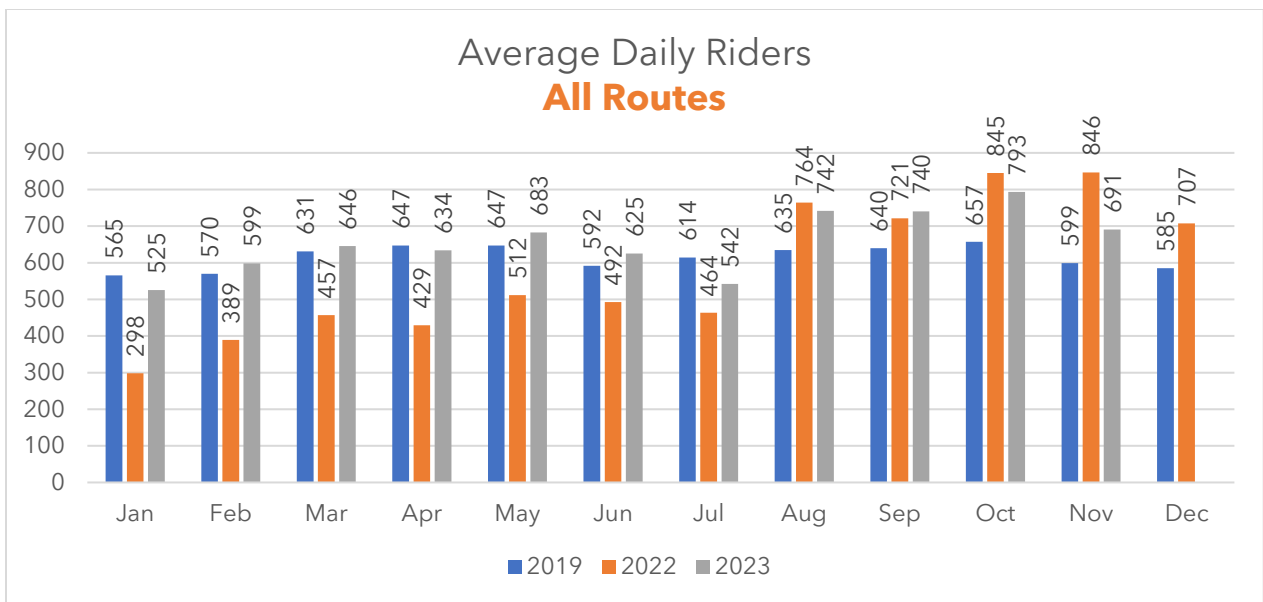
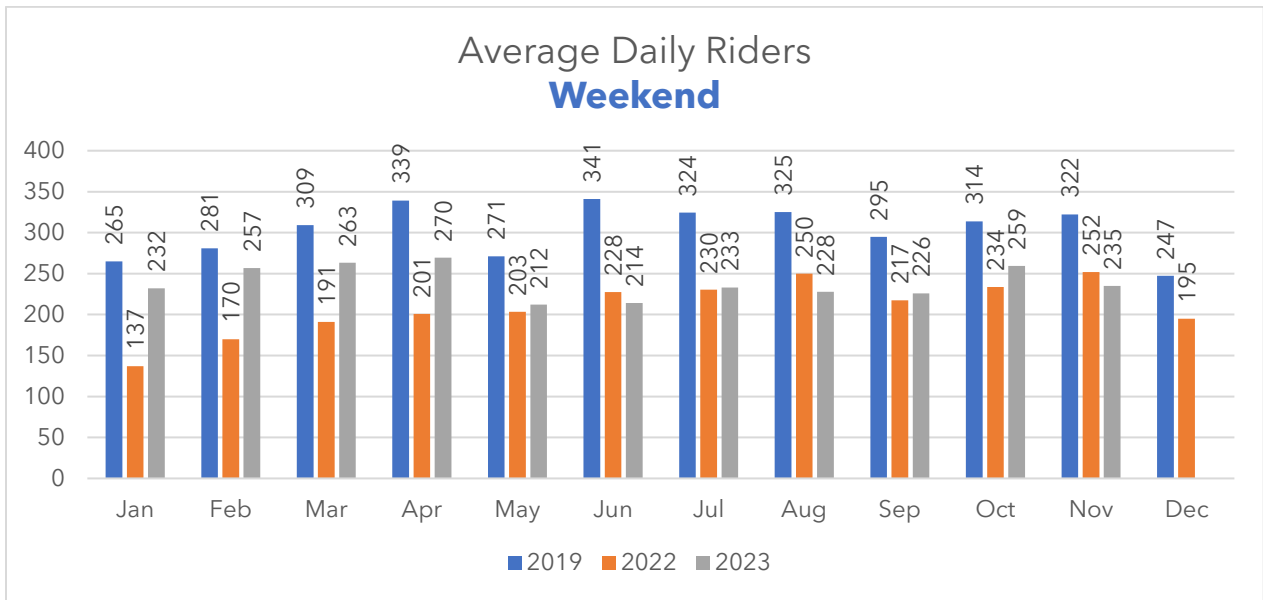
In November, the Mountain View Community Shuttle (MVCS) ridership decreased by 13% from the previous month. Overall Ridership is 106% of the 2019 pre-pandemic baseline.

The average daily ridership on the Red Route is slightly higher for both weekday and weekend ridership. The weekday ridership in November peaked highest at 3:30pm. Saturday ridership peaked at 1:30pm and Sunday ridership peaked at 12:00pm.

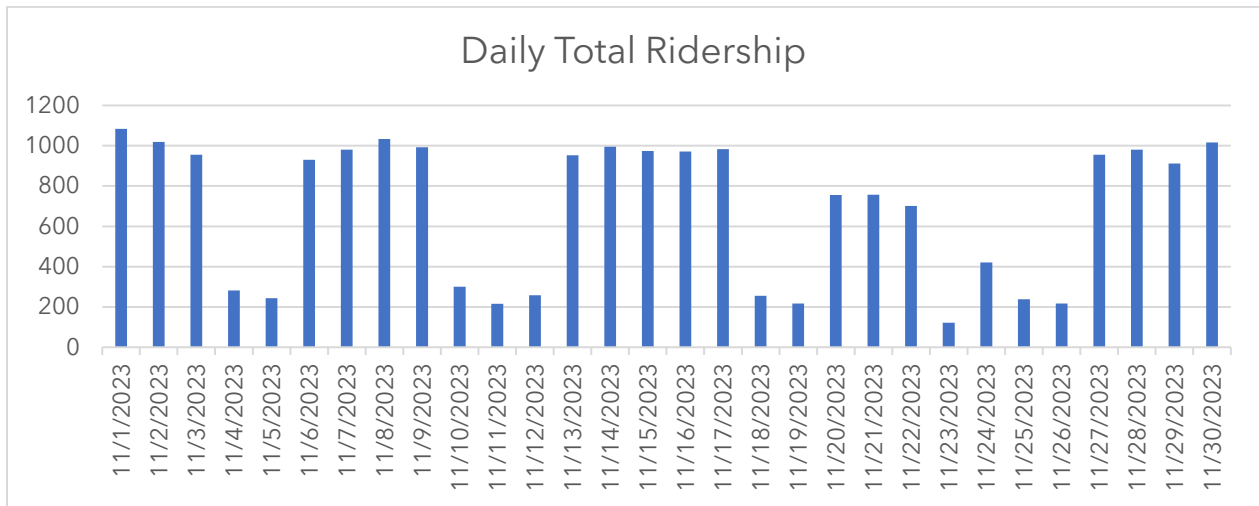
## Average Daily Ridership Comparisons (YTD)



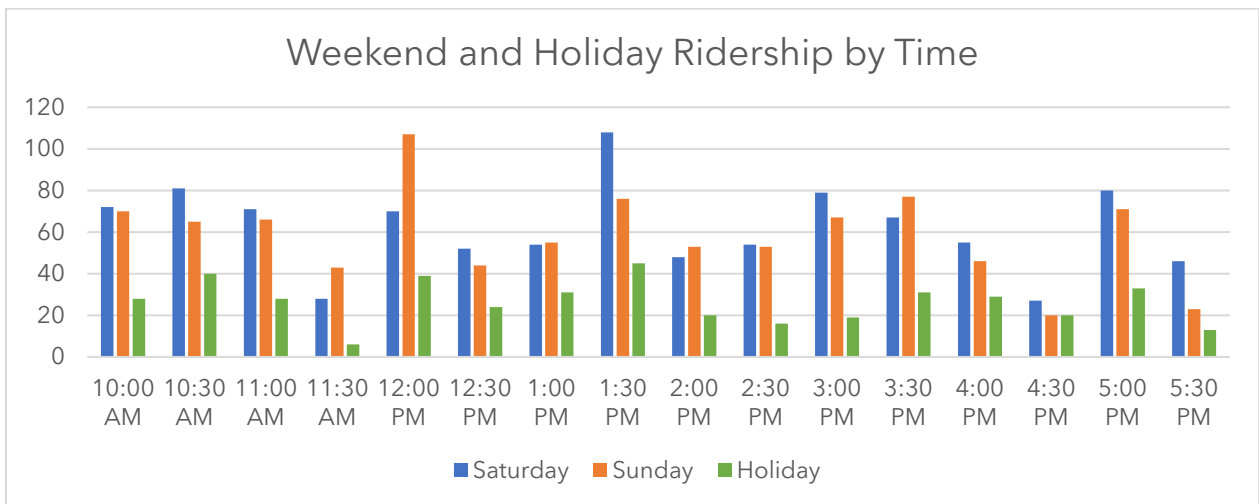
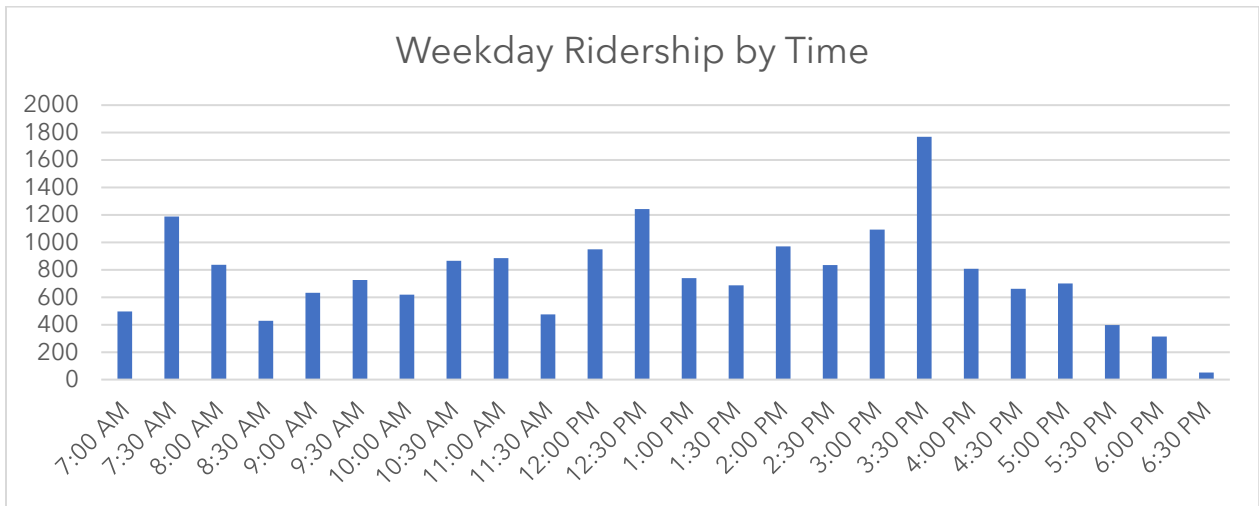
## Average Daily Ridership Comparisons (YTD) (cont'd)



## Daily Total Ridership by Date

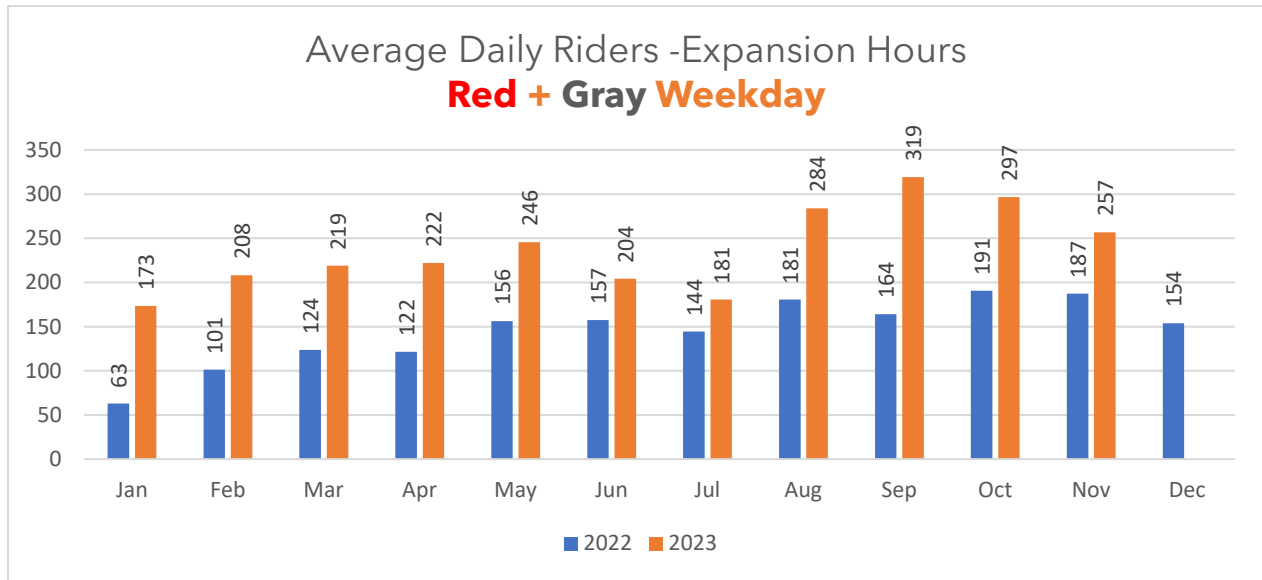


## Monthly Total Ridership by Time



## Service Expansion Hours Ridership (YTD)

In January 2022, the Mountain View Community Shuttle program increased its weekday service hours by 4 hours a day, thanks to VTA funding. Below is the monthly ridership during only the expanded hours. 7 AM to 10 AM and 6 PM to 7 PM.



## Additional Ridership Data

- Bicycles Carried: 174
- Wheelchair Lift Usage: 28

## Monthly Total Use (Boarding & Alighting) by Stop

GRAY Route	Boarding	Alighting	Total Use	% of Total Use	RED Route	Boarding	Alighting	Total Use	% of Total Use
San Antonio Center	1,492	1,083	2,575	13.0%	San Antonio Center	1,664	1,216	2,880	13.9%
Senior/Teen Center (Gray) TP	692	1,132	1,824	9.2%	Senior/Teen Center (Red) TP	1,339	699	2,038	9.8%
MV Transit Center TP	791	776	1,567	7.9%	MV Transit Center TP	917	1,029	1,946	9.4%
California/Ortega West	198	1,021	1,219	6.2%	Grant Rd. (Red)	587	576	1,163	5.6%
Grant Rd. (Gray)	586	625	1,211	6.1%	Rengstorff/Middlefield (Red) TP	544	402	946	4.6%
Rengstorff/Middlefield (Gray) TP	612	443	1,055	5.3%	California/Ortega West	193	724	917	4.4%
Graham Middle School (Gray)	558	311	869	4.4%	Graham Middle School (Red)	377	527	904	4.4%
Middlefield/Easy (Gray) TP	293	479	772	3.9%	El Camino Real/Sylvan (Red)	415	347	762	3.7%
El Camino Real/Sylvan (Gray)	250	477	727	3.7%	Civic Center (Red)	383	324	707	3.4%
Whisman Station (Gray)	312	338	650	3.3%	Middlefield/Easy (Red) TP	439	253	692	3.3%
Civic Center (Gray)	312	313	625	3.2%	Crittenden Middle School (Red)	200	435	635	3.1%
Sylvan Park (Gray) TP	424	178	602	3.0%	California/Rengstorff (Red)	435	185	620	3.0%
El Camino Hospital	362	206	568	2.9%	El Camino Hospital	299	317	616	3.0%
Cuesta/Miramonte (Gray)	429	131	560	2.8%	Whisman Station (Red)	355	242	597	2.9%
Whisman/Middlefield (Gray)	221	299	520	2.6%	California/Ortega East	540	42	582	2.8%
Community Center (Gray)	411	88	499	2.5%	Cuesta/Miramonte (Red)	126	424	550	2.7%
California/Ortega East	441	41	482	2.4%	Sylvan Park (Red) TP	162	320	482	2.3%
Middlefield/Moffett (Gray)	142	291	433	2.2%	Castro/El Camino Real (Red)	146	271	417	2.0%
California/Rengstorff	91	290	381	1.9%	Whisman/Middlefield (Red)	171	224	395	1.9%
Rengstorff/Montecito (Gray)	182	157	339	1.7%	Middlefield/Moffett (Red)	281	109	390	1.9%
Crittenden Middle School (Gray)	214	110	324	1.6%	Community Center (Red)	95	266	361	1.7%
Shoreline/Middlefield #3 (Gray)	153	129	282	1.4%	Grant/Eunice	189	82	271	1.3%
Rengstorff/Central (Gray)	128	149	277	1.4%	Rengstorff/Central (Red)	164	107	271	1.3%
Castro/El Camino Real (Gray)	160	114	274	1.4%	Rengstorff/Montecito (Red)	151	100	251	1.2%
Middlefield/San Pierre (Gray)	146	69	215	1.1%	Villa/Franklin (Red)	31	195	226	1.1%
Villa/Franklin (Gray)	144	38	182	0.9%	California/Rengstorff	48	164	212	1.0%
Villa/Shoreline	60	112	172	0.9%	Shoreline/Middlefield #1 (Red)	72	131	203	1.0%
Cuesta/Grant (Gray) TP	132	22	154	0.8%	Middlefield/San Pierre (Red)	100	90	190	0.9%
Cuesta/Grant TP	15	124	139	0.7%	Villa/Mariposa	120	67	187	0.9%
Grant/Eunice	93	46	139	0.7%	Cuesta/Grant TP	37	123	160	0.8%
Whisman/Dana (Gray)	14	72	86	0.4%	Whisman/Dana (Red)	26	57	83	0.4%
Shoreline/Pear	20	17	37	0.2%	Shoreline/Pear	28	22	50	0.2%
Shoreline/Middlefield #2	7	8	15	0.1%	Shoreline/Middlefield #2	3	23	26	0.1%
<b>Total</b>	<b>10,085</b>	<b>9,689</b>	<b>19,774</b>	<b>100.0%</b>	<b>Total</b>	<b>10,637</b>	<b>10,093</b>	<b>20,730</b>	<b>100.0%</b>

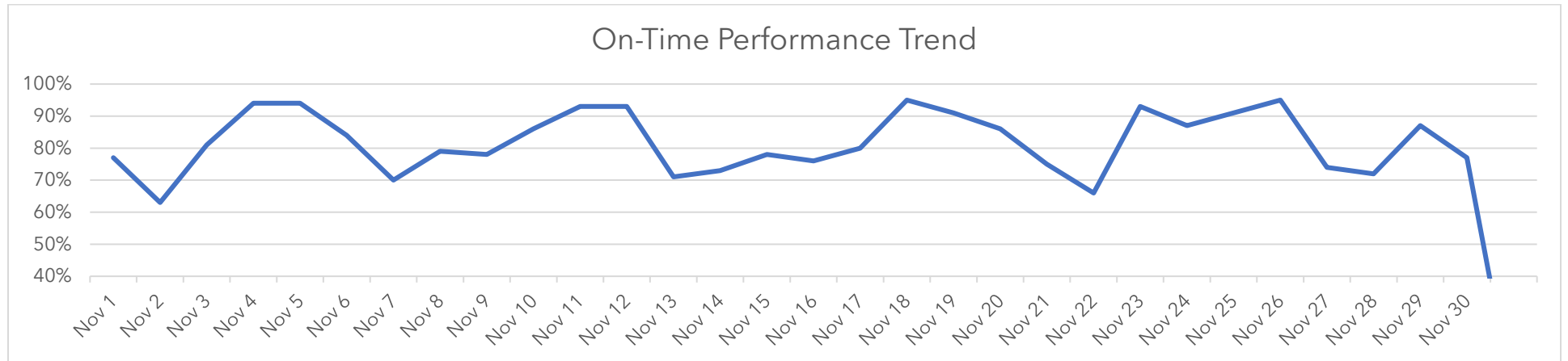


## On Time Performance

In November, on-time performance for the MVCS was **79%**. This is a 4% decrease from October. We are currently working on schedule adjustments to better the on-time performance and our goal is to have them implemented early January 2024.

On-Time performance data is gathered from the TripShot app, which provides accurate GPS data for the shuttles and records the arrival and departure times for 7 timepoint stops along each route.

A shuttle is considered On Time if it arrives between 1 minute early to 5 minutes late of the scheduled arrival time.



Route	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	Grand Total
MVCS - Gray	71%	65%	84%			84%	76%	71%	71%				71%	71%	72%	73%	80%			92%	88%	73%		88%			72%	63%	82%	71%	76%
MVCS Gray Weekend				94%	96%					80%	91%	100%						93%	95%				100%		88%	98%					93%
MVCS - Red	85%	61%	77%			84%	63%	88%	85%				71%	76%	84%	80%	79%			80%	60%	59%		86%			76%	82%	93%	84%	78%
MVCS Red Weekend				94%	92%					92%	96%	86%						98%	88%				86%		96%	92%					92%
Grand Total	77%	63%	81%	94%	94%	84%	70%	79%	78%	86%	93%	93%	71%	73%	78%	76%	80%	95%	91%	86%	75%	66%	93%	87%	91%	95%	74%	72%	87%	77%	79%

## Compliments/Complaints Received

No compliments or complaints

## Electric Vehicle Utilization

Since the program began in 2015, the Mountain View Community Shuttle has operated a fleet of 6 electric shuttle buses. These 6 clean-air vehicles travelled over 600,000 miles over the course of their lifetime and were officially retired from the program on December 31, 2022. The MVCS is currently researching the purchase of new electric vehicles and at the same time, planning the installation of infrastructure needed to charge them.